

## PATENT APPLICATION

DECLARATION AND POWER OF ATTORNEY  
FOR PATENT APPLICATIONATTORNEY DOCKET NO. MFCP.89120  
MICROSOFT NO. 186652.1

As below-named inventors, we hereby declare that:

Our residence/post office address and citizenship are as stated below next to our respective names;

We believe we are the original, first and joint inventors of the subject matter which is claimed and for which a patent is sought on the invention entitled: **SERVICE QUALITY MONITORING SYSTEM AND METHOD**, the specification of which is filed herewith unless the following box is checked:

( ) was filed on \_\_\_\_\_ as US Application Serial No. \_\_\_\_\_.

We hereby state that we have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above. We acknowledge the duty to disclose all information which is material to patentability as defined in 37 CFR 1.56.

## POWER OF ATTORNEY:

As named inventors, We hereby appoint the following attorney(s) and/or agent(s) listed below to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

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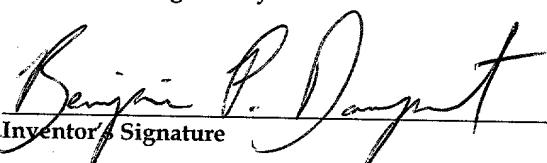
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We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

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